# RESPONSE OF BAY STATE GAS COMPANY TO THE TWENTY-SEVENTH SET OF INFORMATION REQUESTS FROM THE ATTORNEY GENERAL

D. T. E. 05-27

Date: July 20, 2005

Responsible: Steve Barkauskas, Vice President Total Rewards

- AG-27-9 Please indicate the number of employees at the Service Company that have the following accreditation:
  - (1) Certified Public Accountant
  - (2) Attorney
  - (3) Chartered Financial Analyst
  - (4) Professional Engineer
  - (5) Phd. Economist
  - (6) Masters of Business Administration

Response: The Company does not maintain this information in a central database. Therefore, it is not readily available.

# RESPONSE OF BAY STATE GAS COMPANY TO THE SIXTH SET OF INFORMATION REQUESTS FROM THE D.T.E. D. T. E. 05-27

Date: July 20, 2005

Responsible: John E. Skirtich, Consultant (Revenue Requirements)

DTE-6-21 Refer to Exh. BSG/JES-1, at 44; Exh. BSG/JES-1, Sch. JES-10; and Exh.

BSG/JES-1, Workpaper JES-10, at 1. Please provide the following for

the Company's customer deposits for the last 5 years:

the beginning-of-year balance;

the end-of-year balance;

the amount of changes from the preceding year.

Response: Please see Table DTE-6-21 below.

#### Table DTE-6-21

<u>Year</u>	Beginning <u>Balance</u> \$	End of Year <u>Balance</u> \$	<u>Change</u> \$
2000	1,574,469	1,839,446	264,977
2001	1,839,446	2,974,967	1,135,521
2002	2,974,967	2,980,692	5,725
2003	2,980,692	3,193,497	212,805
2004	3,193,497	3,046,489	(147,008)

# RESPONSE OF BAY STATE GAS COMPANY TO THE NINTH SET OF INFORMATION REQUESTS FROM THE D.T.E. D. T. E. 05-27

Date: July 20, 2005

Responsible: John E. Skirtich, Consultant (Revenue Requirements)

#### **Supplemental Response**

DTE-9-11 Refer to Exh. BSG/JES-1, Workpaper JES-6, at 21. Please provide the amount of monthly write-offs for gas revenues, including any adjustments thereto, for 2005 when data is available. This is a continuing request until the record is closed in this proceeding.

Response: Please see Table DTE-9-11 below.

#### Table DTE-9-11

#### **Net Write Offs**

Year	<u>526001</u>	<u>526001</u>	<u>526001</u>	
	<b>Brockton</b>	<b>Springfield</b>	<b>Lawrence</b>	<b>Total Write Offs</b>
	\$	\$	\$	\$
Jan, 2005	226,174	407,025	183,115	816,314
Feb	166,261	180,191	90,676	437,128
Mar	90,294	140,112	127,918	358,323
Apr	163,409	284,586	126,796	574,791
May	296,947	242,221	138,032	677,199
June	274,329	488,526	257,703	1,020,557
July	0	0	0	0
August	0	0	0	0
Sept	0	0	0	0
Oct	0	0	0	0
Nov	0	0	0	0
Dec	0	0	0	0
Total	1,217,414	1,742,659	924,239	3,884,312

# RESPONSE OF BAY STATE GAS COMPANY TO THE NINTH SET OF INFORMATION REQUESTS FROM THE D.T.E. D. T. E. 05-27

Date: July 20, 2005

Responsible: John E. Skirtich, Consultant (Revenue Requirements)

#### SUPPLEMENTAL RESPONSE

DTE-9-17 Refer to Exh. BSG/JES-1, Workpaper JES-6, at 22. Please provide the

amount of monthly write-offs for EP&S revenues, including any

adjustments thereto, for 2005 when data is available. This is a continuing

request until the record is closed in this proceeding.

Response: Please see Table DTE-9-17 below.

#### Table DTE-9-17

Per Books	Re	serve- Sundry	Uncollectible	
	01BS	02BS	04BS	Total
	526005	526005	526005	526005
	\$	\$	\$	\$
Jan, 2005	3,031	501	886	4,419
Feb	5,713	3,953	242	9,909
Mar	7,256	18,001	5,520	30,776
Apr	5,508	5,701	2,656	13,866
May	1,769	2,346	455	4,570
Jun	633	4,519	689	5,841
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	0	0	0	0
Nov	0	0	0	0
Dec	0	0	0	0
Total	23,910	35,022	10,448	69,380

Per Books	Reserve-	Water Heater F	Rentals Uncol	lectible
	01BS	02BS	04BS	Total
	526009	526009	526009	526009
	\$	\$	\$	\$
Jan, 2005	28,908	12,735	(59)	41,584
Feb	26,677	33,005	5,998	65,680
Mar	15,931	40,454	12,146	68,531
Apr	22,348	70,063	31,342	123,753
May	(910)	7,876	(5,014)	1,952
Jun	7,645	4,871	2,217	14,733
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	0	0	0	0
Nov	0	0	0	0
Dec	0	0	0	0
Total	100,599	169,004	46,630	316,233

Per Books	Reserve- Re	sidential Guar	dian Care Und	collectible
	01BS	02BS	04BS	Total
	526011	526011	526011	526011
	\$	\$	\$	\$
Jan, 2005	679	1,963	2,329	4,971
Feb	3,095	2,935	328	6,357
Mar	1,335	2,067	395	3,797
Apr	1,901	3,157	5,513	10,570
May	913	918	(3,869)	(2,038)
Jun	(1,004)	35	879	(90)
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	0	0	0	0
Nov	0	0	0	0
Dec	0	0	0	0
Total	6,918	11,075	5,575	23,568

## RESPONSE OF BAY STATE GAS COMPANY TO THE TWENTY-FIRST SET OF INFORMATION REQUESTS FROM THE D.T.E. D. T. E. 05-27

Date: June 20, 2005

Responsible: Lawrence R. Kaufmann, Consultant (PBR)

- DTE-21-1 Refer to Exhs. BSG/LRK-1, at 2 and BSG/SHB-1, at 11. Please demonstrate that the Company's proposed PBR plan satisfies the following criteria set forth by the Department by which PBR proposals for gas and electric companies would be evaluated (See Incentive Regulation, D.P.U. 94-158, at 58-64 (1995)). These criteria require that the PBR plan:
  - 1) comply with Department regulations, unless accompanied by a request for a specific waiver;
  - 2) be designed to serve as a vehicle to a more competitive environment and to improve the provision of monopoly services, while avoiding the cross-subsidization of competitive services with revenues derived from monopoly services;
  - 3) not result in reductions in safety, service reliability or existing standards of customer service;
  - 4) not focus excessively on "cost recovery" issues; <u>i.e.</u>, if a proposal addresses a specific cost recovery issue, its proponent must demonstrate that these costs are exogenous to the company's operations;
  - 5) focus on comprehensive results; <u>i.e.</u>, broad-based proposals should satisfy this criterion more effectively than narrowly-targeted proposals;
  - 6) be designed to achieve specific, measurable results by identifying, where appropriate, measurable performance indicators and targets that are not unduly subject to miscalculation or manipulation; and
  - 7) provide a more efficient regulatory approach, thus reducing regulatory and administrative costs (proposals should present a timetable for program implementation and specify milestones and a program tracking/evaluation method).

Response:

In general terms, the Company's PBR plan satisfies the criteria the Department uses to evaluate PBR proposals since Bay State's PBR plan is essentially identical to that approved by the Department for Boston Gas in D.T.E. 03-40. In that proceeding, the Department concluded that the proposed PBR plan satisfied the criteria established in Incentive

<u>Regulation</u>, D.P.U. 94-158. Since Bay State's PBR proposal is identical to that approved in D.T.E. 03-40, it must similarly satisfy these criteria.

More specifically, the Company's PBR proposal is consistent with each of the individual criteria established in D.P.U. 94-158 and listed above.

- Consistency with Department Regulations Statutes and Governing Precedent As discussed, the Company's PBR plan is explicitly designed to be consistent with the precedent established in D.T.E. 03-40 and does not require any waivers to comply with Department regulations statutes.
- 2. Consistency with Market-Based Regulation and Enhanced Competition Although it applies to monopoly gas distribution services, the Company's proposal is still consistent with and complements the move to a more competitive marketplace. The Department has noted that pricing flexibility is essential for facilitating the move to competitive markets. The Company's PBR proposal allows for pricing flexibility and the ability to allocate allowed price changes in a rate class differently across rate elements. In addition, the proposal creates at least as strong as incentives to pursue non-core sales as the earlier, targeted incentive mechanisms approved by the Department.
- 3. Safeguard System Integrity, Reliability and Current Policy Objectives The Company's PBR plan will comply with the service quality framework and benchmarks established in D.T.E. 99-84, as well as any modifications the Department may make to those guidelines during the term of the PBR plan. Compliance with this Order will ensure that established safety, reliability and other standards will be maintained or the Company will be penalized according to the provisions established in the Order.
- 4. Not Focus Excessively on "Cost Recovery Issues" The Company's rates will be restricted by an indexing formula that reflects long-run trends in the gas distribution industry's total factor productivity and input prices, not the Company's own costs. The PBR proposal is therefore not excessively focused on the Company's own cost recovery. The PBR proposal also includes identical provisions for exogenous costs recovery as the PBR plan approved in D.T.E. 03-40.
- 5. Focus on Comprehensive Results i.e. broad-based proposals should satisfy this criterion more effectively than narrowly-targeted proposals Aside from the service quality provisions discussed above, Bay State's PBR plan focuses on broad performance measures and comprehensive results, including earned ROE (relative to allowed ROE) and overall indexes of Company prices. This contrasts with more narrowly-targeted incentives, such as sharing the margins from interruptible sales.

- 6. Incorporates Well-Defined, Measurable Indicators of Performance
  Bay State's performance under the plan will be defined by its allowed
  prices, measured service quality on the indicators designated in
  D.T.E. 99-84, and earned ROE. All of these are well-defined,
  measurable indicators of performance that have been used in other
  approved PBR plans, including that approved for Boston Gas in
  D.T.E. 03-40.
- 7. Provide a more efficient regulatory approach, thus reducing regulatory and administrative costs The PBR plan will be in effect for at least five years; during this time, the Company and its customers will avoid the regulatory and litigation expense that would otherwise be involved with filing one or more traditional cost of service rate cases.

## RESPONSE OF BAY STATE GAS COMPANY TO THE TWENTY-FIRST SET OF INFORMATION REQUESTS FROM THE D.T.E. D. T. E. 05-27

Date: July 20, 2005

Responsible: Lawrence R. Kaufmann, Consultant (PBR)

DTE-21-4 Refer to Exh. BSG/LRK-1, at 7-8. Is Bay State proposing a mid-term

review of the proposed five-year PBR plan? Discuss.

Response: No. The Company believes a five-year term is not long enough to require

a mid-term review. Such a review is also not necessary since the Company's PBR proposal has been crafted to be consistent with

Department PBR precedent. Accordingly, a mid-term review will impose

unnecessary costs on both the Company and Department staff.

## RESPONSE OF BAY STATE GAS COMPANY TO THE TWENTY-FIRST SET OF INFORMATION REQUESTS FROM THE D.T.E. D. T. E. 05-27

Date: July 20, 2005

Responsible: Lawrence R. Kaufmann, Consultant (PBR)

DTE-21-5

Refer to the Company's responses to the Department's information requests DTE 4-47 and DTE 4-48. Please state the advantages and disadvantages of a ten-year PBR Plan similar to that <u>approved in Boston Gas Company</u>, D.T.E. 03-40, at 494-497 (2003). Compare and contrast with the Company's proposal "to continue the PBR Plan on a year-to-year basis after the initial five-year term until such time it believes it can no longer achieve the intended efficiencies of the Plan that allow for optimal customer service, operational flexibility and reasonable Company earnings." Please discuss.

Response:

There are some advantages associated with a 10-year PBR term. Longer PBR terms generally create stronger performance incentives, facilitate longer-term utility planning, and reduce regulatory costs. The main disadvantage of a longer PBR term is that it increases risk. The Company's proposal was designed to balance these concerns while still permitting the PBR plan to be extended to pursue incremental efficiencies which, as indicated above, will generally become more difficult to achieve as time goes on. However, it should be noted that the main reason the Company decided to propose a five-year PBR plan term was that it believed this was more consistent with Department precedent; please see the response to DTE 4-40 for further clarification.

# RESPONSE OF BAY STATE GAS COMPANY TO THE SECOND SET OF INFORMATION REQUESTS FROM USWA, AFL-CIO/CLC D. T. E. 05-27

Date: July 20, 2005

Responsible: Stephen H. Bryant, President

**REVISED** 

USWA-2-7: For November 1999 to date, state the total annual number of complaints

made to DTE regarding or relating to Bay State. Provide copies of all

complaints made to DTE during this period.

Response: Please see Attachment USWA-2-7 for a redacted document of the

requested information. Please return the previously unredacted version to Bay State Gas as this version contained customer-specific details that

was inadvertently produced.

### DTE CONSUMER DIVISION COMPLAINT LOG 2005

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Bay State Gas Company D.T.E. 05-27 Attachment USWA-2-7 Page 7 of 48

DTE CONSUMER DIVISION COMPLAINT LOG 2004

# DTE Case List January 2004

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# DTE Case List February 2004

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# DTE Case List March 2004

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Bay State Gas Company D.T.E. 05-27 Attachment USWA-2-7 Page 20 of 48

### DTE CONSUMER DIVISION COMPLAINT LOG 2003

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	CREDIT	P. AN	95-Jun-03		50-00-00	<u> </u>		ACCEPTOR OF	RYAN	Customer	Company scheduler inter on 653 availab	
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	CREDIT	A.A.	10-Jim-03		10-344-03	Ši†		commont to	OTOOLE	Customer	Application requirements	
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	- E		16-dun-03	03-34-03	15-Aug-03	ij		MOCKEON	MURALINA	Customer		
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		•	3	3 04-M4-03	08-14-03	¥0.1		SEEKCAN	Thousand the second		## 1 7 00 00 mm	
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D1E Company Company									n2, 344.03			07-344-03	07.Jut-03	10-707-03	11-395-03		11.10.03	4- Jac 4:	15-30-03	17,34-03	2047.61	15-30-0-1	103.4	21.34 03	21.305-03	21-30403	21. Jul-03	22 AIL03	24-301-03	25-34-03			30-Jul-03	,				536453005 Payment 742853009 First bit	EN TOTAL PURCE OF THE
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Aug-03	COMPANY TAPERCATEGORY COPENDA	CATEGORY		HENNIOWN SO	mount coases	200	- The same	ELICATION CONTRACTOR C	MARCHANI	Custones	Customere questioned why we recut a province
	OUAL S	EXPLAIN		£1.Aug 03	01-Aug-03	٥	*	C COCHICOS	MCCOLGIN	Credit	Disputed amount required to stop soup
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200	-: č		A.A. O.M.	OS-Aun-CO	67-Aup-03		ŧ	AYER	TELEBRANE E	Crack	Disputed amount required to stop sump
Ŋ.			. C. Vers (1.2	20.00.00	64-Aug-03	0	ŧ	BROCKTON	oroge e	1000	Discreted amount (courted to stop south
136	- :	EXI-CAIN	2	200	14. Ass 03	, ch	0,4	BROCKTON	DEDINA	Create	Party & later Compatibility St. McKness
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Se	,es		C3-25-25-25	57-507-65	60, 61,6	c		RROCKTON	OTOOLE	Credit	and the second s
BSB	<u>بر</u> سر	EXPLAIN	07 AUG 03	07-Aug-03	TO CHANGE	5		HOS BROOK	TEXERA		Contract to the second of the
386	1316 2		07. Aug. 03					NO. ALABOR	MCCOLGIN	Credit	(Distribution amount in the contract of
Š		PROTECT	07-Aug 03	D7-Aug-03	07.Aug-03	0	- O-	TAMERON	MARTINEZ	Call Certe	Call Center No folio wap on cgi. Problem was resorded on
	. 18	,	11-Aug-03	22-Aug-03	22-Aug (13	۰	ð	NO MONITOR	ACCAS DO	D.Hirig	Payment posting had already been corrected
á		* Description	11 Am C	15. Aug. 03	15-Aug-(13	0	ok. [	LUMON	MURALDA	Car Co	Call Derger No following on mater cgs
አ መ		Section 1	50.4.4		11-Aug 03	0	3 40	SAHDOWN	RYAN	Cuetomer	Mover informed us of residential use-billed on
ğ			Co-Clow-11	CO.500-1	Cap Cap Dit	2	ž	MANSFIELD	OTOOLE	Tanana and Tanana	
SS			11 Aug-03	24-0-00-40 	STATE OF THE PARTY	> : c	* **	FOXBORD	MARTINEZ	Meterino	THE COURSE WAS DESCRIBED TO SECURE OF SECTION AND SECT
E S	G BILL	ASSIST	11-Aug-03			<b>.</b>	, .	SH IMMA CIT	S KOOLE	Series Company	THE CASE ASSESSED TO SEE SEED SING
ù		PROTECT	\$2.Auto.03	12-Aug-63	12-Arig-03	φ.	- 8	TICHEN CARE	CODINA	Weter	Stayle was read after motiscen lague
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ń	\$ 0 0 F	254		r,						ST.	_
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ď	<del>ار</del>	ASSIST	13-Aug 03	13-Ang-63	300	,	5	COCINCESEID	FERNANDEZ	Meter	PROMINE IN INDICATE AND THE PROPERTY OF THE PR
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H.	·	27.	22-Aug-63	22-Aug-03	7		\$ †	SPRINGFIELD	) OTOCILE	See See	the state of the s
	-)- 	PROTECT	22-Aug-03	22-Aug-03	22 Aug 03	3.	5	- AMERICA	RYAN	Merer	Rights not read after included force
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56	9		28. Amp. (C)	25-Aug-03	25-Aug 63	0	€	BACKETON	CONTRA	Credit	Disputed amount required to stop solid
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ď	PSG OUAL	L ASSIST	29-Aug-03	03-Sep-03	04-56P (5	-	Ś				
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ţ·7	4 SCOMPANY	BSG	886	BSG	886	88G	BSG	BSG	BSG	RSG	ESH.	BSG.	D'SB.	u v	200	2 0	0000	מ מ מ	92G	986	856	BSB	<b>BSG</b>	BSG	856	BSB	24	٠	i	9 <b>6</b> 9	\$ \$ 1 5 2	\$2 \$6	

Bay State Gas Company D.T.E. 05-27 Attachment USWA-2-7 Page 33 of 48

DTE CONSUMER DIVISION COMPLAINT LOG 2002

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15G		81	MORALDO	1/2/2002	1/3/2001		SPRINGFIELD
iso	<b>G</b> IL⊥	B1	MARTINEZ	1/3/2002	1/4/2002		LAWRENCE
288	BILL	B12	PERMANDEZ	17/2002	1/7/2002		EPPINOFILLD
3\$G	BILL	812	TEIXTIFLE	1/7/2002	1/9/2002	:	STOUGHTON
9 <b>5</b> G	BILL	B2	OTDOLE ]	1/1/2002			STRUNGFIELD
820	RATE	P&8	OTOOLE	1/8/2002			CANTON
850	PATE.	<b>178</b>	OTCOLE	1/6/2002	2/11/2002		EAST LONGHE
8\$0	图山山	21	MARTINEZ	1/9/2002			HANOVER
asc	BILL	812	CRONK	1/11/2002	729/2002		FOXBORG
95G	BILL		MARTINEZ	1/14/2002	1/19/2002		SPAINGTIEL 5
850	BILL	91	MaCalain	1/4/2007	1/16/2002	•	AGAWAM
686	CORED	Ci	MOTERIN	1/14/2002			NORWELL
aso	BLL	181	WINSTON	1/15/2002			
BSG	SILL	84	PERNAMOSZ	1/17/2002	1/17/2002		SPRINGFIELD
820	BILL	1812	HARCHANT	1/18/2002	1/22/2002		CHICOPEE
១១៩	BILL	BIT	TEDGERA	1/23/2002	1/25/2002		BROCKTON
<b>35</b> 0	CREDI	CX	OTOOLE	1/23/2002			NORTHAMPTO
853	PATE	P.B	TEDOURA	1/25/2002			
B\$G	QUAL	Qξ	FERNANDEZ	1/28/2002	(/28/2002)	•	PLANDOLPH
8\$-G	BILL	812	FERNANDER	1/29/2002	1/29/2002		METHUEN
83-5	MOTE	M2	FERNANDEZ		1/20/2002		METHUEN
653	BILL	121	WCCCFQIN	1/30/2002			LAWRENCE
BSQ	BILL	812	FERNANDEZ	1/31/2002	1/31/2002		CHICOPEE

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3SG	BILL	FERNANDEZ	2/1/2002	WITHDRA	B12	2/1/2002	,			
BSG	CREDIT	OLDOFE.	2/11/2002							
35G	BILL	CRONK	2/12/2002		B1					
35G	BILL	OTOOLE	2/12/2002		812	ļ				
isG	METER	MARTINEZ	2/12/2002	EXPLAIN	M3	2/14/2002	+			
\$G	BILL	CRONK	2/13/2002	ADJUST	B11	2/14/2002	+			
35G	BILL	WINSTON	2/15/2002	EXPLAIN	B1	2/27/2002	+			
SG	BILL	CRONK	2/20/2002	PLAN	<b>B3</b>	2/20/2002	. <u>L</u> .			
SĞ	CREDIT	RYAN	2/20/2000	ASSIST	C1	2/20/2002				
35G	BILL.	MNSTON	2/21/2001	2	81		1			
SG	CREDIT .	MORALDO	2/22/2001	PLAN	C2	2/25/2002	÷			
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850	DENY .	D1	FERNANDEZ	3/4/2002	3/11/2002	i
880	CREDI	C1	MORALDO	3/5/2002	3/6/2002	
99G	BILL	B12	OTOOLE	3/11/2002		
BSG	CREDI	CZ	OTOOLE	3/11/2002		
BSG	CRED)	C4	MARTINEZ	3/11/2002	3/11/2002	
850	QUAL.	Q1	CRONK	3/11/2002		
BSG	RATE	R54	MARTINEZ	3/11/2002	3/27/2002	
BSG	BILL	B11	OTOOLE	3/12/2002	4/1/2002	
8 <b>5</b> G	BILL	37	FERNANDEZ	3/12/2002	3/12/2002	
BSG	CRECI	œ	CRONK	3/12/2002	3/12/2002	
BSG	BILL	B12	OTOOLE	3/13/2002		
85G	BILL	B1	MCCOLGIN	3/14/2002		
BSG	BILL	B12	MORALDO	3/14/2002	3/28/2002	
85G	CREDI	C1	MCCOLGIN	3/22/2002		
esc	CREDI	C1	TEIXEIRA	3/26/2002		
850	CREDI	C1	CRONK	3/28/2002	3/26/2002	
BSG	CREDI	œ	MOCOLGIN	3/28/2002	3/28/2002	
3\$G	BILL	31	RYAN	3/27/2002		
BSG	CREDI	B1	RYAN	3/27/2002	4/5/2002	
BSG	CREDI	C3	RYAN	3/27/2002	3/27/2002	]
9 <b>5</b> G	CREDI	C1	RYAN	3/28/2002	3/28/2002	Ī
BSG	CREDI	Ct_	OTOOLE	3/29/2002	3/29/2002	
asc	CREDI	C3	MCCOLGIN	3/29/2002		Ì
BSG	MISC	M52	MARCHANT	3/29/2002	4/8/2002	ļ

PANESCO:	The street
ASSIST	LAWRENCE
RESTORE	DELLINGHAM.
	South Attebara
	SPRINGFIELD
ASSIST	WILBRAHAM
[	ANDOVER .
EXPLAIN	LONGMEADOW
ASSIST	LAWRENCE
ASSIST	SPRINGRELD
ASSIST	METHUEN
	METHUEN
	LAWRENCE .
ADJUST	BROCKTON
	BROCKTON OF
	EAST LONGMEAD
ASSIST	BROCKTON
PROTECT	SPRINGRELD
	NOTTON
RESTORE	CHICOPEE
PLAN	SPRINGFIELD
ASSIST .	FORT LAUDERDA
EXPLAIN	FRANKLIN
	BROOKTON
ASSIST	FOXBORO

DMD #	TO MAKE THE	A DIPLE	883380 WEG	CEL NUMBER	DELAG.	PERSONANES.		N. S. C.
350	BILL	B1	MCCOLGIN	4/1/2002	4/4/2002		ADJUST	SPRINGFIELD .
SG	CREDI	C1	MCCOLGIN	4/1/2002	4/1/2002	,,	RESTORE	HOLBROOK
9G	CREDI	C1	STOOLE	4/1/2002	4/1/2002		RESTORE	HOLBROOK
SG	CREDI	C3	MARCHANT	4/1/2002	4/1/2002	<del>دند.</del> یه	ASSIST	NORTON
3.S.G	CREDI	СЗ	MCCOLGIN	4/1/2002	4/1/2002	-	PLAN	SPRINGFIELD
15G	CREDI		MCCOLGIN	4/1/2002	4/4/2002	<del></del>	PLAN	SPRINGFIELD
SG	CREDI		MARCHANT	4/1/2002	4/5/2002	*****	PLAN	SPRINGFIELD
SG	ВІЦ	812	MARTINEZ	4/2/2002	4/12/2002		TEULDA	SPRINGFIELD
SG	MISC		FERNANDEZ	4/2/2002				TAUNTON
.SC	CREDI	ici	MCCOLGIN	4/3/2002	4/24/2002		RESTORE	BROCKTON
SO	CREDI	C4	CRONK	4/3/2002	4/3/2002		EXPLAIN	SEEKONK
SG	CREDI		MCCOLGIN	4/4/2002	4/4/2002		ASSIST	RANDOLPH
356	CREDI		MCCOLGIN	4/4/2002	4/4/2002		RESTORE	HOPKINTON
sso	BILL	BE	BLEACH	4/8/2002	4/8/2002		ASSIST	FRANKLIN
35G				<u></u>			RESTORE	LAWRENCE .
		C1	MCCOLGIN	4/8/2002	4/8/2002			
SG	CRED		CRONK	4/8/2002	4/16/2002		PLAN	BROCKTON
333	BILL	191	RYAN	4/9/2002	4/9/2002		EXPLAIN	NORTON
380	BILL	B3	RYAN	4/9/2002	4/16/2002	<u>.</u>	MASSIST	EASTHAMPTON
aso	CRED		RYAN	4/9/2002	4/9/2002	-	PLAN	NORTH HAMPTO
95G	911	312	MARTINEZ	4/10/2002	4/24/2002	<u>.</u>	SUSTAIN	METHUEN
8\$3	CREDI	CI	WINSTON	4/10/2002	4/10/2002	<u>i</u>	EXPLAIN	CANTON
asa	CREDI	C3	OTOOLE	4/10/2002	4/10/2002	ľ	PLAN	BROCKTON
353	MISC	MS2	MARTINEZ	4/10/2002	4/10/2002		ASSIST	FRANKLIN
35G	QUAL	. Q1	CRONK	4/10/2002	4/22/2002	j-	NO RESP	LUDLOW
BSG	CREDI	AC 1	MORALDO	4/11/2002	4/11/2002	_	ASSIST.	ATTLEBORO
BSG	CREDI	C1	MARCHANT	4/11/2002	4/16/2002	<u> </u>	EXPLAIN	METHUEN
85G	CRED	C3	MORALDO	4/11/2002	4/11/2002	-	PROTECT	BROCKTON
esc	CRED	C4	TEIXEIRA	4/11/2002	5/3/2002		ADJUST	BRIDGEWATER
85G	SANC	-	MARCHANT	4/11/2002	4/18/2002		EXPLAIN	SPRINGFIELD
BSG	CRED		OTDOLE	4/12/2002	4/12/2002		EXPLAIN	BROCKTON
BSG	BILL	B1	MCCOLGIN	4/16/2002		7-		METHUEN
esa	CRED		TEIXEIRA	4/18/2002	4/16/2002		PLAN	BROCKTON
BSG	CRED		TEXEIRA	4/16/2002	4/16/2002	i	PLAN	TAUNTON
85G	CRED		MARCHANT	4/16/2002	4/18/2002	-	PROTECT	Feedings Hill
BSG .	CRED				4/26/2002		PLAN .	WEST SPRINGFI
BSG			MARCHANT	4/16/2002			ADJUST	PEEDINGHILL
	BILL	B1	RYAN	4/17/2002	4/28/2002	**	ASSIST	METHUEN
886	CRED		MARTINEZ	4/17/2002	4/17/2007	4 -	700101	ANDOVER
BSG	CRED		MORALDO	4/17/2002		-	-	
BSG	CREO		OTOOLE	4/17/2002	4/18/200	4	PLAN	BROCKTON
BSG	CRED		WINSTON	4/17/2002	5/1/2002	⊶t	EXPLAIN	SPRINGFIELD
esg	CRED		CRONK	4/18/2002		<b>⊣</b> i	PLAN	MEDWAY
₽\$Ģ	CRED		MARCHANT	4/18/2002		<b>⊣</b>	ASSIST	WEST SPRINGE
85G	CRED	1 61	MARCHANT	4/19/2002	4/19/2002	<u>4</u>	RESTORE	ATTLEBORO
esg	CRED		MOCOLGIN	4/19/2002		1		HANOVER
BSG	CRED	001	MARCHANT	4/19/2002	4/19/2003	2	EXPLAIN	BROCKTON
85G	BILL	81	RYAN	4/22/2002	4/24/2007	2	ADJUST	LAWRENCE
BSG	BILL	B12	MARTINEZ	4/22/2002	T	1		LAWRENCE
BSG	BILL	B12	OTOOLE	4/22/2002		7		SPRINGFIELD
BSG	BILL	38	CRONK	4/22/2002		1		RANDOLPH
BSG	CRED		CRONK	4/22/2002	4/22/200	赶	PLAN	MARSHFIELD
BSG	CREC		OTOOLE	4/22/2002	<u> </u>		SUSTAIN	EAST LONGME
BSG	BILL		OTOOLE	4/23/2002		-n-L	ASSIST	LONG MEADOW
BSG	BILL	Bi	MARCHANT	4/23/2002	<del></del>		ASSIST	Springfield

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35G	BILL	B5	FERNANDEZ	4/23/2002	4/30/2002
880	CREDI	1	MARCHANT	4/23/2002	4/23/2002
88G	QUAL	MS2	MARTINEZ	4/23/2002	6/8/2002
8SG	CREDI	C1	OTOOLE	4/24/2002	4/24/2002
SSG	CREDI	C1	CRONK	4/24/2002	4/24/2002
asc	CREDI	Ċ3	MCCOLGIN	4/24/2002	5/10/2002
BSO	CREDI	C1	WINSTON	4/28/2002	
asc	QUAL	08	OTOGLE	4/26/2002	4/26/2002
956	CREDI	CT	OTOOLE	4/29/2002	4/29/2002
BSG	CRED	C3	RYAN	4/29/2002	4/29/2002
BSG	QUAL	010	MORALDO	4/29/2002	4/28/2002
BSG	BILL.	81	MARTINEZ	4/30/2002	5/5/2002
BSG	CRED	CI	CRONK	4/30/2002	4/30/2002

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SSIST	BELLINGHAM
SSIST	BROCKTON
ASSIST	CHICOPEE
PLAN	Hanson
PLAN	METHUEN
PROTECT	SPRINGFIELD
	BROCKTON
EXPLAIN	BROCKTON
PLAN	STOUGHTON
PLAN	MARSHFIELD
ASSIST	LAWRENCE
ASSIST	ANDOVER
PLAN	LAWRENCE

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RECOLUMN   STATOR		EXPLAN	RESTORE	ASSIBT	PLAN	MATHORAW	EXPLAIN	ASSIST	RESTORE	: 8	23	PLAN	<b>BUSTAIN</b>	NO RESP	ASBIST	]	T :	[ i		ASSIST	ASSIST			ADA.	- N	ASSIST				) 	}	1				
REGIONAL CONTROLLARY STATUTORS SELECTION RESOLUTION RES	MAZE TO THE TANK OF THE STANK	·	•	``	; 	 [	† , ,		) (1 (2)	,	} ***		Va	ļ	Į.,	-	:	<u>.</u>	٩.	Sytazona	J	; ;	i 				/ 6/5/2002 il	5/20/2002/	piloson 	521/2021	5202020	/6722720023	52712002	521/2002	20021250	( for t/2002)
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		3	0 MEO	CHED!	G CREDI					S. BILL	CHED	io Chemi		10 TO BE DA	<b>A350</b>	CHECK	S FILE	G BILL	THE O	10500		Reg	100	OX.ED	<u> </u>	CRED	1 166	<u>a</u>	G.C.		-	-	-	BILL	CREEK	2000

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	OTOCILE	MORMEDO	FERNANDEZ	MARCHANT	MORALDO	MORMIDO	Sec. 1	MARTINEZ		MARTINEZ	MCCOLGIN	MCCOROLIN	RYAS	WCCOLGIN	MORALDO
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BEAUCHESN	OTOOLE	MORALDO	MARTINEZ	MAHINEZ	NOTSHIW	RYAN	FERNANDEZ	MARCHANT	FERNANDEZ	010016	MORALDO	MARCHANT	MORALDO	MARCHANT	OLOOFE.	MARTINEZ	MARCHANT	MARTINE Z	MOCOLGIN	RYAN	CREDI MICCOLGIN	Cosmi MORALDO	CREDI BEALCHEST	WATER AND THE SAME	RYAN	FERNANDEZ	CHEDI MARCHANI	MRTINEZ	MORALDO	MORALDO	FERMINDEZ	FERMANDEZ	MARCHANI	OCTIVIEOR	CAED FERNANDEZ	A PERMISSIS	
6/2 1/2092	6/20/2002	8/20/20/02 <sup>2</sup>	8/20/2002	6/19/2002	6/18/2002	6/18/2002	Statemer.	E/14/2002	WAIZUUZ	EVI SULLE	70(7)(7)	6/13/2002	7007/7/1/9	6/12/2002	6/12/2002	6/1/2002	6/10/2002	6/10/2002	6/10/2002	67/2002	6772002	8/7/2002	6/6/2002	6/6/2002	6/6/2002	-	7007.7679	B/5/2002	@S/2002	SD0ZATB	644/2002	6/4/2002	6/4/2002	;	2002/219	<u>Animiesona aminala</u>	
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### COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

### RESPONSE OF BAY STATE GAS COMPANY TO THE SECOND SET OF INFORMATION REQUESTS FROM UWUA LOCAL 273 D. T. E. 05-27

Date: July 20, 2005

Responsible: Stephen H. Bryant, President

### **Supplemental Response**

UWUA-2-23 Please provide the number of customers on whose behalf the company received fuel assistance payments, for the winter heating seasons beginning Nov. 1, 1999 to May 31, 2000 (and Nov. 1, 2000 to May 31, 2001, etc.) through to the heating season just ended.

Response: The information requested is not readily available. The Company is endeavoring to compile the information and will supply it if/when it is

available.

### Supplemental Response:

Below please find the requested information.

Nov.1 – May 31 1999-2000: 11,446 Nov.1 – May 31 2000-2001: 13,494 Nov.1 – May 31 2001-2002: 15,156 Nov.1 – May 31 2002-2003: 16,884 Nov.1 – May 31 2003-2004: 14,892 Nov.1 – May 31 2004-2005: 15,659